



# State Committee of Interpreters

Volume 4, Issue 1

February 2006

## Governor

The Honorable Matt Blunt

## Department of Economic Development

Gregory A. Steinhoff, Director

## Division of Professional Registration

Alison Craighead, Director

## State Committee of Interpreters

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St. Louis, Missouri

Tim Eck, Secretary  
St. Louis, Missouri

Kathleen Alexander, Member  
Rocheport, Missouri

Lisa Betzler, Public Member  
St. Louis, Missouri

Sandy S. Drummond, Member  
Hallsville, Missouri

Lisa Guillory, Public Member  
Columbia, Missouri

Carrie L. McCray, Member  
Fulton, Missouri

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Missouri Department of Economic Development  
Missouri Division of Professional Registration

This is an official publication of the Division of Professional Registration. Submit articles to: State Committee of Interpreters, P.O. Box 1335, Jefferson City, MO 65102.

## State Committee of Interpreters Meeting Schedule

You will find listed below the tentative schedule of upcoming Committee meetings. The public is invited to attend the open session of the meetings, which generally begins at 1:00p.m. The meeting locations will be at Missouri Division of Professional Registration 3605 Missouri Blvd., Jefferson City, unless otherwise noted.

March 30, 2006

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## Know Your Board Members

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**John T. Adams**  
Chairperson  
St. Louis, MO  
Term Expires: 10/9/07  
Comprehensive Level



**Tim Eck**  
Secretary  
St. Louis, MO  
Term Expires: 10/30/07  
Intermediate Level



**Kathleen Alexander**  
Member  
Rocheport, Missouri  
Term Expires: 10/9/08  
Advanced Level



**Lisa Betzler**  
Public Member  
Ballwin, MO  
Term Expires: 12/11/06



**Sandy Drummond**  
Member  
Hallsville, MO  
Term Expires: 11/5/04  
Comprehensive Level



**Lisa Guillory**  
Public Member  
Columbia, MO  
Term Expires: 10/23/05



**Carrie McCray**  
Member  
Mokane, MO  
Term Expires: 10/9/05  
Comprehensive Level

## WELCOME

The members and staff of the Missouri State Committee of Interpreters would like to thank Kim McEnulty and Loretto Freeman for their many years of valuable service to the Missouri State Committee of Interpreters. Current member Tim Eck replaced Loretto Freeman on April 6, 2004 and Kathleen Alexander replaced Loretto Durham Freeman on September 19, 2005. Many, Many, Thanks to Loretto and Kim.



Loretto Durham Freeman



Kim McEnulty

## ABOUT KATHLEEN ALEXANDER



Welcome to the newest member of the State Committee of Interpreters, Kathleen Alexander who was appointed by the Governor on September 19, 2005. Kathleen replaced Kim McEnulty.

Kathleen Alexander is a certified/licensed Interpreter and has been interpreting for the past eleven years. She is a member of Registry of the Interpreters for the Deaf, Conference of Interpreter Trainers, National Association for the Deaf, as well as local organizations. She is currently the interpreter representative for Missouri Commission for the Deaf and Hard of Hearing. Kathleen is also certified by ASLTA at the Qualified level. In 1998, she founded Columbia Interpreting Services, an Interpreting Services Agency. She graduated from Vincennes University in Indianapolis in May 1994 with a degree in the study of American Sign Language. Kathleen is married and has three sons. Her aspirations are to see that ALL interpreters join together in a common goal, which is to provide the highest level of quality interpreting services and professionalism to the Deaf community.

Certifications: MICS advanced, RID CT, KQAS 4/5

## BOARD MEMBER VACANCIES

Members of the State Committee of Interpreters are appointed by the governor with advice and consent of the Senate. An individual is appointed for a four-year term, and is eligible to serve for no more than two terms. The membership of the Committee is to reflect the differences in levels of certification, work experience and education. No more than two interpreter educators can be members of the Committee at the same time. To be considered for appointment, individuals must be licensed as an interpreter, United States citizens and residents of the state of Missouri.

If you have additional questions regarding the appointment process or if you know of an interested individual, please contact Alison Craighead, Director, Division of Professional Registration, P.O. Box 1335, Jefferson City, MO 65102, [Alison.Craighead@pr.mo.gov](mailto:Alison.Craighead@pr.mo.gov).

## "C.Y.A. with Licensure" Update

by: John T. Adams  
Board Member



Greetings. On Saturday, October 29th, at the Missouri Interpreter's Conference in Columbia, I presented a workshop entitled "C.Y.A. with Licensure." The C.Y.A. means "change your attitude," just so we're clear. Many brave souls got out of bed early to attend (THANKS!) and I think we had some fun. Unfortunately, we only had an hour together and I wasn't able to fully answer some questions. I've decided to use this article as a way of explaining a few things more completely. These are questions that were written on the feedback forms I handed out to the participants.

### **Q: What exactly do you do on the board?**

**A:** Legal counsel has given me a stern look, so I better answer this one seriously. We, the board members, meet about once a quarter for a six or seven hour meeting. We have two kinds of agendas per meeting - closed and open. The closed is just that; private and closed to the general public. We discuss complaints and disciplinary actions, which are both confidential. We also use that time to discuss any concerns or receive advice from our legal representation. Our closed agenda usually lasts until lunch time. We will break for lunch, and then reconvene for our open agenda. The open meeting is where members of the public can come and participate. During this time, we will discuss any rule or statute changes that are before us. We also share information with each other regarding any meetings we have attended or will attend. Plus, a representative from MCDHH will be present to share information from any BCI or MCDHH meetings. We try to end around 4 p.m. so everyone can get home for cocktails, I mean, dinner with the family.

### **Q: What other bills/rules/topics are on the table being discussed now?**

**A:** Ummm, nothing as of this writing. We just recently finished the Mentorship rule ("yea!"), which has become effective (double "yea!"). We have also changed the language in a few rules where we reference "MCD." Those rules have been revised to reflect the new name of MCDHH. Right now we are pretty satisfied with our rules and statutes. If, during the course of your day, something happens at one of your interpreting assignments and you think, "There ought to be a law," jot that thought down and send it to us. We may agree and start creating a new statute or rule to add to our practice act.

### **Q: What is the process for getting a license?**

**A:** First, you need to take, and pass, the written portion of the BCI **certification** test offered by MCDHH.

Second, take, and pass, the performance portion of the BCI **certification** test at the MCDHH office. Once you receive your results and your **certification** level, then, third, fill out an application for **licensure** from our office. Return the form, plus the \$75 application fee, to our office. You should receive your license fairly quickly.

Now, understand that you now have **two** pieces of paper to work as an interpreter in the state of Missouri: a card showing your **certification**, and a card showing your **license**. Each year, an interpreter is required to get 1.2 continuing education units (CEU's) to renew their **certification**. By attending workshops, conferences or other learning activities, you can earn various CEU's. In November of each year, you submit proof of your CEU's to MCDHH and they will send you a new **certification** card. Then, before January 31st, you have to fill out and submit the **licensure** renewal form with the \$90 renewal fee. If you still have questions or concerns, call or e-mail our office.

### **Q: Could you explain the provisional license?**

**A:** We don't offer a "provisional" license. However, we do have a temporary license. In our statutes, Chapter 209.326 talks about the temporary license. It says that an interpreter that holds current certification and/or licensure from any other state/organization that MCDHH and the SCI recognize, then that interpreter can apply for

a temporary license to work in this state as a licensed professional. The temporary license is valid for only ninety (90) days and can only be issued once per year.

**Example #1:** An interpreter holding current RID CI/CT living in California has a Deaf client whose company has an office in St. Louis. The client needs to attend a 3 week training class in St. Louis and wants this interpreter to be their interpreter for the training. The interpreter fills out the application for temporary licensure, submits the form with the \$25 fee to our office and receives their temporary license.

**Example #2:** An interpreter living and working in Illinois at an elementary school is told that their temporary licensure. There is an exemption for "visiting" interpreters in our statutes for just such an occasion. If you are unsure whether or not you should apply for the temporary license, call or e-mail our office.

**Q: Where can we get more information about the Mentorship rule?**

**A:** From your friendly neighborhood SCI Board member, of course! Also, from your friendly neighborhood (if you live in Jefferson City) SCI staff. Actually, you should call or e-mail the SCI office first. Pam, Tammy and Rhonda are great about answering interpreter's questions and quelling their concerns. But, if your concerns are unquellable (don't you hate that?), then maybe having a board member come out and explain the process would help. We can do that. We have the technology. We know how to travel. If having a board member come to your group to talk about the Mentorship (or ANY) rule, then, let's say this in unison, call or e-mail our office. Hopefully those of you who asked these questions feel satisfied with my response. For those of you who have other questions about licensure, the Ethical Rules of Conduct, board business or anything about the SCI, please don't hesitate to contact us. Maybe, if we get enough questions, we can make this part of the newsletter a permanent feature. Thanks for reading.

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## RECENT COMMITTEE ACTIVITIES

- **April 16, 2005** Carrie McCray presented at the MCDHH Mini Conference for Educational Interpreters
- **April 30, 2005** Tim Eck and John Adams attended the MoDARA Conference and worked the State Committee of Interpreters exhibit table.
- **May 13-15, 2005** John Adams attended the 2005 PIN Conference and worked the State Committee of Interpreters exhibit table.
- **May 23, 2005** Carrie McCray attended the MCDHH meeting
- **June 25, 2005** Sandy Drummond presented at the MCDHH Mini Conference for Educational Interpreters
- **July 28, 2005** Tim Eck attended the BCI meeting
- **July 29-30, 2005** Tim Eck and Sandy Drummond attended the Missouri Association of the Deaf Conference and worked the State Committee of Interpreters exhibit table
- **August 4-5, 2005** John Adams and Pam Groose conducted complaint interviews
- **August 19, 2005** Sandy Drummond and Pam Groose attended the MCDHH meeting
- **September 15-18, 2005** John Adams and Tim Eck attended the CLEAR (Council for Licensure, Enforcement and Regulation) Annual Conference.
- **October 28-30, 2005** John Adams, Tim Eck, Sandy Drummond, Carrie McCray, Kathleen Alexander, and Lisa Guillory attended MCDHH Convention.
- **November 22, 2005** John Adams did a presentation on Missouri licensure to the Southwestern College Interpreter Training Program.
- **January 11, 2006** Kathleen Alexander confirmed by Senate as Member of SCI.

Complaint Statistics								
July 1 - June 30	FY98 97-98	FY99 98-99	FY00 99-00	FY01 00-01	FY02 01-02	FY03 02-03	FY04 03-04	FY05 04-05
Complaints	4	7	19	6	8	2	3	7

## Frequently Asked Questions



### When does the license need to be renewed?

An interpreter's license will expire January 31 of each calendar year. A renewal notice is sent to the licensee approximately 60 days in advance of the expiration date.

It is very important to keep the state committee informed of an interpreter's mailing address because the renewal will be sent to the address maintained within the licensee's file. Even if a licensee does not receive a renewal notice, the licensee is responsible for renewing a license.

### What is the cost to renew a license?

The renewal fee is \$90.00.

### What continuing education is required to maintain a license?

Continuing education, also known as permit/certification maintenance (PCM), is regulated by the Missouri Commission of the Deaf and Hard of Hearing and is associated with maintaining a current certification. Questions regarding PCM should be directed to the commission office at 573/526-5205.

### What type of documentation will the interpreter receive to verify licensure?

When an application is approved for licensure, the

interpreter will receive written notification along with a small license suitable for framing and a wallet card.

### What if an interpreter changes an address or has a name change?

Maintaining accurate information is important. If an interpreter has an address change, either call the state committee office, send a brief note listing the changes in address, telephone number, etc. or fax the information to 573/526-0661. If an interpreter has a name change, it must be submitted in writing with a copy of the documentation (i.e. marriage license, court order) authorizing the name change.

### Can an interpreter make copies of the law and rules booklet or form?

Yes.

### How can an interpreter obtain a duplicate license?

If an interpreter misplaces a license or if the license is destroyed a duplicate can be issued. The interpreter must submit the request either by mail, e-mail or fax to the state committee office.

Mail: P.O. Box 1335, Jefferson City, MO 65102

E-mail: [interpreters@pr.mo.gov](mailto:interpreters@pr.mo.gov)

Fax: (573) 526-0661

Web: <http://pr.mo.gov/interpreters.asp>

## ALL ABOUT FEES!

Submitted by Tim Eck



Ever wonder why you pay fees for a license or why it is important that your dues are paid on time? Licensing fees for all licensed interpreters within the state of Missouri are due no later than January 31st of each year. The purpose of the State Committee of Interpreters (SCI) is to regulate the practice of interpreting in order to protect the health, safety and welfare of the people of this state, as well as to protect the people of this state from the dangerous, dishonest, incompetent, or unlawful practice of interpreting, and to implement and sustain a system for the regulation of licenses. Thus, the SCI is responsible for promulgating rules governing the licensure of interpreters in Missouri, issuing and renewing licenses, investigating complaints against interpreters, and disciplining licenses of interpreters when appropriate.

In order to fulfill its purpose, the SCI has costs and expenses; these include such things as fuel and utilities, office equipment, supplies, travel, board member expenses, staff salaries, printing, etc. In addition, just like all other boards/commissions, the SCI incurs costs associated with the investigation of complaints. At the same time, just like all

the 38 regulatory entities which fall under the state's Division of Professional Registration, the SCI is required to be self-sustaining, which means that it does not receive any funds from Missouri's general revenue and therefore, is a self-funded agency, solely relying on the licensing fees collected to operate.

So, your \$90/year license fee covers the necessary costs associated with the SCI in order to do its job. The division's executive director assigned to the SCI and accounting staff continually review the budget, and projects necessary expenses for up to five years down the road. In this way, you can be assured that the fee which you pay for your license is being closely monitored. At the present time, the current annual fee being collected for interpreter licenses enable the SCI to be a self-funded agency as required by statute.

Paying your interpreter license fee by the annual deadline not only means that the SCI will have the necessary funds to do its job, but permits you to remain able to legally provide interpreting services within the state. And, there is no lapse in your license nor the need to pay a late/reinstatement fee when you submit your fee prior to January 31st of each year!

## Do You Play Nicely?

Submitted by  
Lisa Guillory, AuD



Most professionals understand the necessity of treating clients with courtesy and respect. Most business owners understand that the majority of their customers are always right. We know that we should never bite the hand that feeds us. If we don't treat clients, patients, or customers with courtesy and respect, we lose their patronage, their business, their referrals, and their financial contribution to the health of our business.

But what about our colleagues? Do you play nicely with your interpreter colleagues? What are your responses when faced with professional competition? What are your reactions when faced with unkind words from a colleague? What is your role in perpetuating stories about other interpreters, whether fact or fabrication? Playground behavior has no place in professional relationships. The type of behaviors and teen interactions often occurring in high school hallways should cease when individuals mature and become members of this state's professional work force.

So what should you do if you witness unprofessional conduct by a fellow interpreter? Although some conduct may

be serious and warrants filing a complaint, most conduct "faux pas" are just errors in judgment that might be addressed by approaching the interpreter when s/he is alone. Most differences or disputes can be settled if both parties set aside defensive attitudes and attacks of sharp words.

Interpreting is an autonomous profession. When a young profession writes its rules for ethical behavior, it does not depend on another profession to tell it what to do. It is assumed that the members of the profession will work to solve differences and resolve disputes by acting calmly, thoughtfully and with wisdom. If two interpreters cannot resolve differences in calm words, and instead resort to disparaging remarks about each other, they hurt the entire profession. The way we act in public places is observed by clients, relatives, business owners, administrators, and voters. Each piece of gossip or badly handled dispute demonstrates to other professions poor behavior, unbecoming of a truly autonomous profession, ethical and competent. They will not want to play with us if we are not polite to each other. So, on the "playground" of interpreting, play nicely, play fairly, take the high road.

# MENTORSHIP RULE

## EFFECTIVE SEPTEMBER 30, 2005

### 4 CSR 232-3.030 Mentorship

*PURPOSE:* This rule outlines how an interpreter may participate in an area above the skill level currently held by the mentee as prescribed in 5 CSR 100-200.170 the Skill Level Standards on the basis of a mentor relationship.

(1) For the purpose of this rule, a mentorship is a supervised professional experience in which a mentor interpreter provides instruction, guidance, and oversight to a mentee interpreter while engaged in a series of instructional activities designed with the purpose of attaining clearly defined, specific professional development goals.

(A) Applications for mentorship shall be submitted to the committee/division on forms prescribed by the committee/division and furnished to the applicant, sixty (60) days prior to the start of the mentorship. The application shall contain statements demonstrating the education, professional experience, and certification by either the National Registry of Interpreters for the Deaf, National Association of the Deaf, or Missouri Interpreters Certification System and such other information as the committee may require. The application shall also contain a description of the professional development goals for the mentorship, the instructional activities that will be used to accomplish those goals, and the methods of assessment that will be used to evaluate those goals.

(B) Each application shall be accompanied by the required application fee. The application fee must be submitted in a manner as required by the Committee and shall not be refundable. A mentorship shall be valid for a period of time not to exceed six (6) consecutive months.

(2) A mentor interpreter shall be an interpreter who has a current license, and a current Missouri Interpreters Certification System (MICS) Intermediate, Advanced or Comprehensive certification or a current National Registry of Interpreters for the Deaf (NRID) or National Association of the Deaf (NAD) certification as prescribed in 209.322.

(A) The mentor shall be limited to a maximum of three (3) mentoring relationships during any six (6) consecutive month period.

(3) A mentee shall be an interpreter who has a current license, and a current Missouri Interpreters Certification System (MICS) Novice, Apprentice or Intermediate certification or a current National Association of the Deaf (NAD) level 3 certification as prescribed in 209.322.

(A) The mentee shall be limited to a maximum of three (3) mentoring relationships during any six (6) consecutive month period.

(4) While engaged in a mentorship approved by the committee and while under the direct supervision of a mentor interpreter, a mentee interpreter may interpret in an interpreting assignment that is one skill level above the mentee's current certification level as prescribed in the Skill Level Standards, 5 CSR 100-200.170.

(A) The mentee shall revert the duties of the assignment to the mentor at the mentor's request.

(B) A mentor shall function as a guide and provide oversight to the mentee in the interpreting assignment. The mentor must

have the appropriate training, skills, education, and certification for the assignment as required by the Skill Level Standards (5 CSR 100-200.170)

(C) The mentor must be present and is responsible for the accuracy of the interpretation within the interpreting assignment.

(D) Prior to the interpreting assignment, all participants in the assignment must be informed of the license and certification level held by the mentor interpreter and mentee interpreter as required in 4 CSR 232-3.020 and of the responsibilities of the mentor interpreter and mentee interpreter as defined in 4 CSR 232-3.030 (4).

(E) Prior to the interpreting assignment, all participants in the assignment must give approval for the mentee interpreter to interpret, while under the direct supervision of the mentor interpreter.

(F) The mentor is not responsible for the actions and conduct of the mentee outside of the interpreting assignment.

(G) The interpreting assignment shall be no more than two (2) hours in length.

(H) Interpreting assignments utilized for mentorship will not include medical, mental health or legal assignments, which require Advanced or Comprehensive certification as prescribed by the Skill Level Standards, 5 CSR 100-200.170.

### 4 CSR 232-1.040 Fees

*PURPOSE:* This rule establishes the fees for the licensure of interpreters.

(1) The following fees are established and are payable in the form of a cashier's check, personal check, or money order:

(A) Application for Licensure Fee	\$ 75.00
(B) Annual License Renewal Fee	\$ 90.00
(C) Late Renewal Penalty Fee	\$ 60.00
(D) Temporary License Fee	\$ 25.00
(E) Insufficient Funds Check Fee	\$ 50.00
(F) Mentorship Application Fee	\$10.00

(2) All fees are nonrefundable.



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## MESSAGE FROM THE DIVISION DIRECTOR



The new year has kicked off in full gear! The 93rd General Assembly convened for their 2nd Regular Session on January 4, 2006, and hit the ground running. The budget process is in full swing and staff here at the division are spending a lot of time over in the Capitol these days.

The most notable item thus far this session is the Executive Order issued by Governor Blunt on February 1st which calls for the transfer of the Divisions of Finance, Credit Unions, Professional Registration and the State Banking Board from the Department of Economic Development to the Department of Insurance thereby creating a new department: the Department of Insurance, Financial Institutions and Professional Registration. This comes as a result of the work done during 2005 by the State Government Review Commission. One of the Commission's recommendations was the creation of a new department that focused on regulation. The General Assembly has sixty days from the date the Executive Order was issued to disapprove it should they so choose. If they do not, the new department will become a reality on August 28, 2006.

Ultimately, this could prove to be a very good transition for the division. Professional Registration would maintain its status as a Type III agency and the various boards, commissions, and committees housed here would retain their respective levels of autonomy. The Department of Economic Development is such a large department that it is relatively cumbersome to function within it for those of us who are housed there. By transferring three regulatory divisions - Finance, Credit Unions, and Professional Registration - from Economic Development, it will enable Economic Development to focus more solely on the state's economy and job creation as well as allow those of us whose focus is on regulation to function more efficiently in a smaller department geared toward regulation.

It is my belief that the General Assembly will ultimately be supportive of this idea, in which case, there will be a lot of work to be done in order to make the transition go as smoothly as possible. In the meantime, we remain fully functional from our home in Economic Development and are looking forward to a rewarding session!

Sincerely,

A handwritten signature in cursive script that reads "Alison Craighead".

Alison Craighead

## Certification vs. Licensure

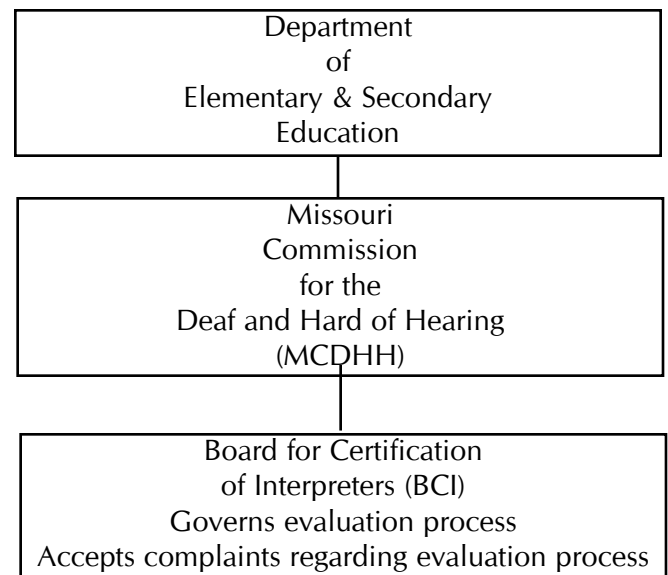
First and foremost, the practicing interpreter must be both Certified and Licensed to provide interpreting services and to be in compliance with the licensure law within the state of Missouri. The Licensure Law outlines the establishment of the Missouri State Committee of Interpreters within the Division of Professional Registration of the Department of Economic Development. The Governor with the advice and consent of the senate appoints members to the Missouri State Committee of Interpreters. The purpose of the State Committee of Interpreters is to regulate and govern the practice of interpreting to protect the welfare of the inhabitants of Missouri against the unlawful practice of interpreting. The committee promulgated administrative rules to implement and sustain a system to govern the practice of interpreting and enforces Ethical Rules of Conduct. The administrative rules became effective July 30, 1999. Licenses must be renewed yearly. In addition, the committee handles complaints regarding the practice of interpreting.

The Board of Certification of Interpreters (BCI) established within the Missouri Commission for the Deaf and Hard of Hearing (MCDHH) of the Department of Elementary and Secondary Education (DESE) governs the evaluation process and handles complaints regarding the evaluation process. The governor, with the advice and consent of the senate, appoints members to the board. The purpose of the Board of Certification of Interpreters is to protect the citizens of the state through certification of interpreters by evaluating their competence to practice. In addition, the BCI regulates and requires continuing education to maintain one's certification. The BCI strives to maintain the quality of interpreting services and to establish clear standards of professionalism in the interpreting profession. After an interpreter has completed the certification evaluation and has been granted a certification, the interpreter must then apply for a license in order to work in the state of Missouri as an interpreter.

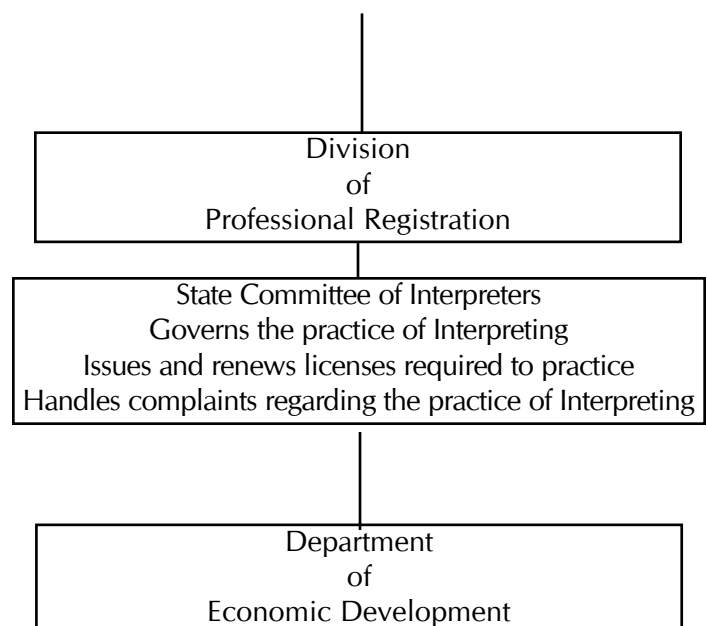
The Missouri State Committee of Interpreters protects the public from inadequate or unlawful services provided by interpreters. In addition to governing the practice of interpreting, licensure enforces a code of ethical conduct promulgated in the administrative rules. The Board for Certification of Interpreters governs the certification process by determining an interpreter's skill

level through the evaluation process. The board also requires an interpreter to maintain certification through continuing education. Although, the agencies are two separate entities governing two separate aspects of interpreting the practicing interpreter must have and maintain both a certification and a license to provide interpreting services in the state of Missouri.

### CERTIFICATION OF INTERPRETERS



### LICENSURE OF INTERPRETERS



## MCDHH RULE RELATED TO EDUCATIONAL INTERPRETERS EFFECTIVE 8/30/2005

### 5 CSR 100-200.045 Provisional Certificate in Education

*PURPOSE: This rule outlines how an individual may be granted a Provisional Certificate in Education for interpreting only in preschool, elementary and secondary school settings.*

(1) The board for certification of interpreters shall grant a provisional certificate in education to any applicant who submits an application pursuant to 5 CSR 100-200.050 and meets either of the following criteria:

(A) The applicant possesses a current valid certification in the Missouri Interpreters Certification System at either the novice or apprentice level and holds a valid license issued by the Missouri State Committee of Interpreters to provide interpreting services; or

(B) The applicant has submitted an application for certification in the Missouri Interpreters Certification System and an application for an interpreting license pursuant to sections 209.319 to 209.339, RSMo and has taken the written test and performance test or attests that he or she will complete the certification and licensure applications and take the written test within sixty (60) days following the date of application for a provisional certificate in education and will complete the performance test within sixty (60) days following passage of the written test.

(2) The board shall issue the provisional certificate in education within ten (10) business days following receipt of a complete application.

(3) A provisional certificate issued under sub-section (1)(A) of this rule shall be valid for a term of three (3) years and shall be renewed by the board, upon request by the certificate holder, for one (1) additional term of three (3) years if the certificate holder is reevaluated during the first term of issuance and achieves a higher level of certification in the Missouri interpreters certification system.

(4) A provisional certificate issued under subsection (1)(B) of this rule shall be valid for one (1) year and shall be renewed, upon request by the certificate holder, pursuant to section (3) of this rule if the certificate holder is reevaluated during the term of issuance and achieves a certification in

the Missouri Interpreters Certification System. Such renewed certificate shall be subject to the term length and renewal provisions of section (3) of this rule.

(5) A provisional certificate in education shall be limited to providing interpreter services in preschool, elementary and secondary school settings or as allowed by any other valid Missouri certification or license held by the individual.

(6) A provisional certificate in education may be revoked by the board if the person makes any misrepresentations or fails to fulfill any commitment made pursuant to subsection (1)(B) of this rule, or violates the provisions of section 209.317 or 209.334, RSMo or breaks any of the ethical rules of conduct for interpreters as established by state rule or fails to obtain the necessary continuing education credits required for certification maintenance.

(7) On or before December 2 of each year, holders of the Provisional Certificate in Education shall submit the CEU processing fee specified in 5 CSR 100-200.150 and verification of compliance with the certification maintenance requirements set forth in 5 CSR 100-200.130 on a form prescribed by the board.

(8) The Temporary Restricted Certification in Education and the Provisional Restricted Certification in Education will automatically be converted to the Provisional Certificate in Education when this rule becomes effective, and the holders of the Temporary Restricted Certification in Education and the Provisional Restricted Certification in Education (PCED) will hold the same rights and responsibilities as holders of the PCED, no more and no less.

*AUTHORITY: sections 209.292(1) and 209.321(8), RSMo Supp. 2004 and 209.295(1), (3) and (8), RSMo 2000.\* Emergency rule filed Aug. 8, 2003, effective Aug. 18, 2003, expired Feb. 14, 2004. Emergency amendment filed May 6, 2004, effective June 1, 2004, expired Nov. 27, 2004. Original rule filed Aug. 11, 2003, effective Feb. 29, 2004. Rescinded and readopted: Filed Feb. 7, 2005, effective Aug. 30, 2005. \*Original authority: 209.292, RSMo 1994, amended 2002; 209.295, RSMo 1994; and 209.321, RSMo 1994, amended 2002, 2004.*

## MCDHH RULE RELATED TO CERTIFICATION REINSTATEMENT EFFECTIVE 8/30/2005

### 5 CSR 100-200.210 Reinstatement

*PURPOSE: This rule establishes requirements for reinstatement in the Missouri Interpreters Certification System of certifications that have been suspended, revoked, or lapsed for failure to renew.*

(1) The holder of a certification issued pursuant to sections 209.285 through 209.318, RSMo, whose certification has been suspended, or which has not been renewed because

of noncompliance with the certification maintenance requirements detailed in 5 CSR 100-200.130, may apply for reinstatement of his/her certification.

(2) All applicants for reinstatement must complete the necessary application form and pay the required fee(s) in order to be considered for reinstatement.

(3) Upon application, the certification of a person whose certification has been suspended shall be reinstated in full

and satisfaction of all certification maintenance requirements during the period of suspension as specified in 5 CSR 100-200.130.

(4) The Board for Certification of Interpreters (BCI) will automatically reinstate the certification of any interpreter whose certification was not renewed for failure to comply with certification maintenance requirements upon evidence to the BCI of the following:

(A) Completion of one and two-tenths (1.2) Missouri Interpreters Certification System continuing education units for every applicable year as set forth in 5 CSR 100-200.130; and

(B) Payment of all required fees and penalties, which have not been paid previously, for any periods during which the applicant practiced interpreting while the applicant's certificate was suspended or not renewed.

(5) A person whose certification was not renewed because

of failure to comply with certification maintenance requirements shall have a maximum of one (1) year from the date the renewal form was due to reinstate their certification. If such an interpreter's certification is not reinstated within one (1) year after the renewal deadline, then that interpreter must apply for their certification anew, and must follow the procedures for application (5 CSR 100-200.050), taking the written test (5 CSR 100-200.060) and taking the performance test (5 CSR 100-200.070).

(6) Any applicant for reinstatement will be notified in writing of the reinstatement decision.

*AUTHORITY: section 209.295(2) and (8), RSMo 2000. \* Original rule filed Nov. 27, 1996, effective July 30, 1997. Rescinded and readopted: Filed July 26, 2001, effective March 30, 2002. Amended: Filed Nov. 14, 2003, effective June 30, 2004. Amended: Filed Feb. 7, 2005, effective Aug. 30, 2005. \*Original authority: 209.295, RSMo 1994.*

## Have You Moved Recently?

Committee rules require all licensees notify the Committee of all such changes by sending a letter to the committee's office in Jefferson City, Missouri, within thirty (30) days of the effective date of the change. Please include a street address to facilitate any express mail deliveries.

Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ (Home) \_\_\_\_\_ (Work)

Work Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Preferred Contact Address: \_\_\_\_\_ (Home) \_\_\_\_\_ (Work)

E-mail Address: \_\_\_\_\_

Mail to: \_\_\_\_\_

**Missouri State Committee of Interpreters**

**P.O. Box 1335**

**Jefferson City, Missouri 65102-1335**

# Missouri Commission for the Deaf and Hard of Hearing Communications Accessibility In Missouri Hospitals Consumer Report

## Introduction

The Missouri Commission for the Deaf and Hard of Hearing (MCDHH) conducted a survey of "Communications Accessibility in Missouri Hospitals" during the months of December 2004 and January 2005. A brief questionnaire initially was mailed to all medical hospitals across the state, and this was followed several weeks later by a second mailing of the questionnaire along with a reminder letter to those hospitals that had not yet responded. A third contact was then made about three weeks later. At that time a post-card reminder was sent to all hospitals that had not yet returned a completed questionnaire. Survey questionnaires were sent out to a total of 145 Missouri hospitals, and 95 completed questionnaires were eventually returned giving a 66 percent (66%) response rate. MCDHH extends our most sincere thanks to all of the hospitals that participated in this survey.

In this era of increasing demand for accountability, MCDHH offers this "Consumer Report" as a way of sharing information with the general public regarding communications access in hospitals across our state. For ease of understanding, the percentage of hospitals giving the "most accessible" response to each question appears first among the various responses and has been highlighted by bolding it. Thus, the information that is bolded represents how close the total group of Missouri hospitals comes to providing maximum communications access for patients with hearing loss.

It should be pointed out that what it takes for Missouri hospitals to be the "most accessible" and what it takes to simply "satisfy the law" are often very different things. For example, only 2% of Missouri hospitals have a videophone available, so 2% is placed in the left-most column and is bolded because having a videophone available would be the "most accessible" response to that question. However, there is nothing in either federal or state law that specifically requires a hospital to have a videophone available. So, while only 2% of our hospitals have a videophone available for use by deaf consumers, the others are not violating any law concerning that matter.

All questions in this report should have been answered by all hospitals, and the percentages for all questions are calculated on the basis of 95 total returned questionnaires. For example, question # 1 indicates that 51% of the 95 hospitals can receive an incoming TTY call that does not involve a Telephone Relay Service, whereas 34% of the 95 hospitals cannot receive such calls. An additional 15% of the responding hospitals reported that they "Don't Know" if they can receive such calls, and 1% of the hospitals did not answer the question (NA).

In general, the survey results present a useful overview of how well hospitals in Missouri are doing when it comes to providing communications accessibility for deaf and hard of hearing people. In some areas, hospitals are doing fairly well at providing access. For example, in 82% of Missouri hospitals television sets in the rooms of patients can display closed captions. In other areas, however, many Missouri hospitals are clearly not meeting their legal responsibilities for providing access. For example, 30% of Missouri hospitals cannot provide TTY's to deaf patients to use in their rooms for making outgoing calls. With regard to the total picture, you the reader must judge for yourself how well you think Missouri hospitals are doing in providing communications access for persons with hearing loss.

MCDHH sincerely hopes that this "Consumer Report" will serve as a stimulus for deaf and hard of hearing people throughout the state of Missouri to visit their local hospital and ask about communications accessibility for people with hearing loss at that facility. And, if needed, request that your hospital review its policies, practices, and capabilities related to providing communications access to persons with hearing loss. Don't wait until you have to visit the emergency room to find out that the staff at your hospital does not know how to obtain an interpreter or where to get an assistive listening device. Just like preventive medicine, discussions concerning communications accessibility at your local hospital before such accessibility is actually needed can save you a lot of pain and frustration!

This "Consumer Report" may be freely duplicated and distributed. Please contact our office if you would like further information, or if personnel at your hospital are interested in having an MCDHH staff member discuss with them either communications accessibility or the legal rights of deaf and hard of hearing patients.

# Missouri Commission for the Deaf and Hard of Hearing Communications Accessibility Survey Of Missouri Hospitals Consumer Report (N = 95)

Can your hospital receive an incoming phone call direct from a TTY (not involving the relay service)?

51%\_ Yes    34%\_ No    15%\_ Don't Know    (1%\_NA)\*

Does your hospital have one or more TTY's available for deaf and hard of hearing members of the general public (such as employees, visitors, and family members of patients) to make outgoing calls?

68%\_ Yes    20%\_ No    3%\_ Don't Know    (8%\_NA)

Does your hospital have hearing-aid compatible amplified phones to issue to hard of hearing patients upon request for use in their rooms?

71%\_ Yes    26%\_ No    3%\_ Don't Know

Does your hospital have TTY's to issue to deaf patients upon request for use in their room

65%\_ Yes    30%\_ No    2%\_ Don't Know    (3%\_NA)

Can television sets in the public waiting rooms and lounges in your hospital display closed captions?

77%\_ Yes    8%\_ No    8%\_ Don't Know    1%\_ We Have No TV Sets In Public Areas    (5%\_NA)

Can television sets in the rooms of patients in your hospital display closed captions?

82%\_ Yes    8%\_ No    7%\_ Don't Know    1%\_ We Have No TV Sets In The Rooms Of Patients    (1%\_NA)

Does your hospital have a list of licensed interpreters in your area and their contact information available at all times?

74%\_ Yes    24%\_ No    1%\_ Don't Know    (1%\_NA)

Does your hospital have a list of interpreter referral agencies and their contact information available at all times?

79%\_ Yes    16%\_ No    3%\_ Don't Know    (2%\_NA)

Are staff members trained so that they can effectively arrange interpreting services within a few minutes of a patient's request?

84%\_ Yes    12%\_ No    4%\_ Don't Know

Do staff members know what skill levels are required of interpreters in order to legally work in medical settings?

47%\_ Yes    30%\_ No    18%\_ Don't Know    (4%\_NA)

On average, how long does it take for your hospital to get an interpreter for a patient in the emergency room?

22%\_ Under 30 Minutes    25%\_ 30 - 60 Minutes    11%\_ 1- 2 Hours    13%\_ Over 2 Hours    21%\_ Don't Know    (8%\_NA)

Does your hospital employ one or more staff interpreters?

12%\_ Yes    85%\_ No    2%\_ Don't Know    (1%\_NA)

Does your hospital have a videophone available?

2%\_ Yes    95%\_ No    1%\_ Don't Know    (2%\_NA)

How does your hospital deal with interpreters in operating rooms regarding facemasks?

20%\_ They Are Allowed To Temporarily Lower Their Facemask If Necessary  
For Effective Communication With The Patient

17%\_ They Must Always Wear A Facemask In The Operating Room

5%\_ Interpreters Are Not Allowed In The Operating Room

36%\_ Don't Know    (22%\_NA)

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Does your hospital have visual fire alarms for the rooms of deaf and hard of hearing patients?

48%\_ Yes    48%\_ No    2%\_ Don't Know    (1%\_NA)

Do hospital staff members have a "Magic Slate," "Personal Data Assistant (PDA)," "Compac TTY," or laptop computer with word processing software available for staff to communicate with deaf and hard of hearing patients?

38%\_ Yes    54%\_ No    4%\_ Don't Know    (4%\_NA)

Does your hospital have a book of pictures of basic signs for use with deaf and hard of hearing patients?

58%\_ Yes    33%\_ No    8%\_ Don't Know    (1%\_NA)

Do staff members have training concerning basic signs that may be of potential use in medical settings?

23%\_ Yes    63%\_ No    7%\_ Don't Know    (6%\_NA)

Does your hospital have a personal FM system for patient use upon request?

3%\_ Yes    60%\_ No    35%\_ Don't Know    (2%\_NA)

Do staff members know the rights of deaf and hard of hearing patients in hospitals under the Americans with Disabilities Act (ADA) and the Missouri Human Rights Act?

63%\_ Yes    10%\_ No    23%\_ Don't Know    (4%\_NA)

Does your business office staff understand that they can't bill deaf and hard of hearing patients or their families for interpreter services?

87%\_ Yes    5%\_ No    6%\_ Don't Know    (1%\_NA)

Most Accessible Responses Are Bolded

\* NA = No Answer

Note: Percentages do not always total 100% because of rounding error.

(July 1, 2005)

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